PLAS-O-GRAM<98-16>DCMC Customer Response Center (CRC) & PLAS

PLAS Mentors,

The DCMC Customer Response Center (CRC) is up and running! This raises several questions for DCMC associates.

1.   When do I call the DCMC CRC and when do I call PLAS Helpline for PLAS questions?

Answer: Always start with the DCMC CRC at 1-888-576-DCMC. Help desk representatives will either answer your question or refer it to the proper agent. Status of PLAS deployment events and general PLAS policy issues may still be called into the PLAS Helpline at 1-888-PLASINFO.

2.   Will the DCMC CRC representatives be able to answer PLAS charging questions?

Answer: Not directly. The CRC representatives will contact the District or CAO PLAS Administrator as appropriate for assistance in answering PLAS charging questions. The PLAS PMC has provided a list of all PLAS Administrators to the DCMC CRC. We will inform the CRC of all changes in PLAS Admins. The PLAS Administrator will contact the PLAS Program Management Center (PLAS PMC) if necessary. This procedure serves two purposes. The PLAS Administrators are the subject matter experts for PLAS charging questions and should be the first to be involved. It also keeps the PLAS administrators involved in the PLAS problem/question/resolution loop.

Remember the DCMC CRC representatives are still at the beginning of the PLAS learning curve. As their knowledge base increases, they will be able to handle more and more routine PLAS questions directly. When requested, we will provide PLAS training for the DCMC CRC representatives. This should make the entire process more effective and enjoyable.

3.   How will the DCMC Customer Response Center handle PLAS systems problems?

Answer: These problems typically fall into three categories.

   A. Problems with PLAS program operation (Program codes have disappeared or Timecard screen is unreadable or Timecard data can't be saved) will be referred by the Corporate help desk agents to the PLAS Program Management Center for actual resolution.   These types of problems can only be fixed by the PLAS PMC.

   B. Problems establishing PLAS personnel accounts or changing passwords.   The PLAS Administrators have traditionally fixed these types of problems. The DCMC Corporate Help Desk agents will refer these types of actions to the appropriate PLAS administrator for a fix.

   C. LAN or other ADP problems affecting PLAS operations but not caused by PLAS (Server hosting PLAS not operational or Local Area Network problems). The CRC will refer these problems to the appropriate LAN Administrator.

4.   How can I contact the Corporate Help Desk?

Answer: There are three ways to present a question:

A.   If you are in CONUS, you may call the toll-free number, 1-888-576-DCMC.

For the DCMDI folks, you may call the toll-free from the countries listed below by dialing the access code and either dialing or stating the number: 877-286-2124. Most countries have an automated interface, however, some still employ operators to make a connection.

Country	Access Code for ATT&T Direct
Australia	1-800-881-011
Bahrain	800-100
Belgium	0-800-100-10
Bolivia	0-800-1112
Egypt	Inside Cairo: 510-0200
	Outside Cairo: 02-510-0200
Finland	98000-100-10
Germany	0130-0010
Haiti	183
Israel	177-100-2727
Italy	172-1011
Japan	KDD: 0039-111
	IDC: 0066-55-111
Korea	00-911
	Military: 550-4663
	DACOM: 0030-911
	DACOM Military: 550-872
Malaysia	1-800-80-0011
New Zealand	000-911
Saudi Arabia	1-800-10
Singapore	800-0111-111
Spain	900-99-00-11
Turkey	00-800-12277
United Kingdom	BT: 0800-89-0011
	MCI: 0500-89-0011
	AT&T: 0800-013-0011

B.   E-mail the CRC at crc@dcmc.prc.com.

C.   Initiate a trouble ticket from the DCMC CRC Web site: www.dcmc.prc.com.

Question about something in this POG? Contact us at 1-888-PLASINFO or PLASHELP@mwest.dcmdc.dla.mil. <u>Our help tools are NOT going away. The PLAS PMC help resources are still here if/when you need us.</u> We simply have an additional group of people to help field questions, track down answers and record problem resolution data. Clever PLAS Administrators will use this data to identify those areas of PLAS training providing the greatest payback.

Respectfully,

Don Peterson
PLAS Program Manager